



# **STATE OF INDIANA**

**Request for Proposal 18-017**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of  
INDIANA BUREAU OF MOTOR VEHICLES**

**Solicitation For:  
ELECTRONIC DOCUMENT MANAGEMENT  
SOLUTION**

**Response Due Date: NOVEMBER 2, 2017**

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## SECTION ONE

### GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES

#### 1.1 INTRODUCTION

In accordance with Indiana statute, including IC 5-22-9, the Indiana Department of Administration (IDOA), acting on behalf of the Indiana Bureau of Motor Vehicles/Commission (BMV/C), requires an Electronic Document Management Solution (EDMS) for the Indiana BMV/C. It is the intent of IDOA to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the IDOA website (<http://www.IN.gov/idoa/2354.htm>) for downloading. A nominal fee will be charged for providing hard copies. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

#### 1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list:

Award Recommendation	IDOA's summary to the agency being supported, typically in letter format, of the solicitation and suggestion on vendor selection for the purposes of beginning contract negotiations.
IAC	Indiana Administrative Code
IC	Indiana Code
Contract Award	The acceptance of IDOA's Award Recommendation by the agency being supported in conjunction with the public posting of the Award Recommendation.
CUF	Commercially Useful Function – A business function that supports the scope of this solicitation
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity when executing the scope of work in this RFP for a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE
Implementation	The successful implementation of an EDMS at the Indiana Government Center as specified in the contract resulting from this RFP
Installation	The delivery and physical setup of products or services requested in this RFP
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: 1) The judicial branch 2) The legislative branch 3) A political subdivision (includes towns, cities, local governments, etc.) 4) A state educational institution
Products	Tangible goods or manufactured items as specified in this RFP

Proposal	An offer as defined in IC 5-22-2-17
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the respondent who will be ultimately responsible for performance of the contract
Services	Work to be performed as specified in this RFP
State	The State of Indiana
State Agency	As defined in IC 4-13-1, “state agency” means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of state government
Total Bid Amount	The amount that the respondent proposes on Attachment D that represents their total, all-inclusive price.
Vendor	Any successful respondent selected as a result of the procurement process to deliver the products or services requested by this RFP

### 1.2.1 BMV/C SPECIFIC ABBREVIATIONS AND DEFINITIONS

For the purpose of this RFP, the following terms and abbreviations will be assigned the following meanings:

AAMVA	American Association of Motor Vehicle Administrators
ARIES	Automated Reporting Information Exchange System
BMV/C	Indiana Bureau of Motor Vehicles and Bureau of Motor Vehicles Commission
CDLIS	Commercial Driver’s License Information System
CSR	Customer Service Representative - Employee of the state who performs credential and vehicle transactions for customers in the State’s branch locations
CSTIMS	Commercial Skills Test Information Management System
EDMS	Electronic Document Management Solution
Fortis	Database that houses the images of all documents received by the BMV
Galaxy	The modernization of the BMV/C STARS system
IDACS	Indiana Data and Communications System (State Police Computer System)
IDOA	Indiana Department of Administration
IDOC	Indiana Department of Corrections

INDOT	Indiana Department of Transportation
IOT	Indiana Office of Technology – State agency that establishes the standards for the technology infrastructure of the state and the security requirements for that technology.
ISP	Indiana State Police
ITD	Indiana Technology Department
Kofax	Document capture software
NMVTIS	National Motor Vehicle Title Information System
PDPS	Problem Driver Pointer System
RFC	Request for Change
S2S	System that allows state motor vehicle administrations s to determine whether or not an individual holds multiple credentials at the time of application
STARS	System Tracking and Record Support system

### 1.3 PURPOSE OF THE RFP

The purpose of this RFP is to select a vendor that can satisfy the State’s need for an Electronic Document Management Solution. It is the intent of the Indiana BMV/C to contract with a qualified vendor that provides a comprehensive, state of the art EDMS to the Indiana BMV/C for managing BMV/C documents.

### 1.4 SUMMARY SCOPE OF WORK

#### 1.4.1 BACKGROUND

The Indiana BMV/C is Indiana’s second largest agency and serves Indiana residents in 132 branches within 92 counties. Annually, the BMV/C transaction volumes are:

- Approximately 13.3 million total transactions
  - 7.6 million vehicle registrations
  - 2.2 million vehicle titles
  - 1.7 million driver’s licenses
  - 1.8 million additional transactions including customer maintenance, dealer transactions, information requests, financial transactions, placard issuance, and other miscellaneous transactions
- Between 1.3 and 3 million license plates issued

In addition, the BMV/C’s Contact Center receives and processes over two million calls from residents annually. The BMV/C’s central office manages driver’s education and safety programs,

including driver's education schools, motorcycle safety programs, and various skills examinations.

#### 1.4.2 BMV/C SYSTEM MODERNIZATION

In 2016, the BMV/C launched a strategic initiative to modernize their systems and processes. The BMV/C issued Modernization Request for Information (RFI) soliciting vendors to share solutions and services that could be incorporated into the BMV/C's Systems Modernization initiative. As a result of this RFI, the BMV/C has developed a BMV/C Systems Modernization Roadmap that is focused around the modernization of the BMV/C's core information system, the System Tracking and Record Support (STARS) system along with BMV/C data sources and ancillary systems/services.

The BMV/C System Modernization Roadmap evaluated each BMV/C system and service contract and seeks to sequence modernization starting with the core information system, STARS, with the exception of systems and services with upcoming contract expiration dates that necessitated early evaluation and update.

##### 1.4.2.1 MODERNIZATION GUIDING PRINCIPLES

The BMV/C System Modernization initiative is envisioned as a technical and business upgrade to facilitate streamlined, modern, business operations. A successful BMV/C System Modernization implementation will achieve:

- Accurate and secure data
- Consistent and accurate processing
- Limited impact to internal and external customers
- Seamless transition
- Real to near real-time reporting
- Ongoing maintenance primarily through configuration rather than customization
- Full compliance with all business and technical requirements
- Incorporation of private and public industry best practices

The BMV/C System Modernization initiative seeks to leverage existing technology currently in use within the State of Indiana and the BMV/C when feasible. The goal is to develop a flexible, yet scalable solution that will meet the needs of the BMV/C today and into the future. For this reason, the BMV/C is interested in cloud hosted Commercial off the Shelf (COTS) configurable solutions.



#### 1.4.2.2 MODERNIZATION COMPONENTS

The BMV/C System Modernization will be achieved through a series of projects. The following is a description of the planned service vendors and modules for the State of Indiana's BMV to achieve the BMV/C System Modernization. Services and modules may be added or removed at the discretion of the BMV as the Modernization initiative progresses.

##### **STARS Modernization (Galaxy)**

STARS has been fully implemented since 2006. In late 2014, the BMV/C engaged BKD to conduct an independent assessment with the objective being to develop a proposed project scope for the BMV/C management's consideration. Issues were raised in the BKD report related to the BMV/C Data Warehouse and Decision Support System. In addition to the operational assessment released in 2015, Sondhi Solutions, LLC, was commissioned to conduct a BMV/C Feasibility and Architectural Study.

As a result, the BMV/C envisions a new STARS modernization project called Galaxy. At this time, the BMV/C plans to address modernization through the remediation and upgrade of the existing STARS system. The STARS upgrade will explore introducing Commercial off the Shelf (COTS) products to improve the configurability of STARS. COTS modules currently under consideration include, but are not limited to:

- Rules Engine
- Correspondence Generator
- Workflow Management

The Galaxy Modernization vendor will establish the governance standards, technical architecture platform standards, and systems integration standards. These standards will be utilized by all vendors when implementing and integrating their solutions within the BMV/C Modernization landscape.

##### **Business Process Redesign**

The BMV/C is currently procuring a vendor to perform Business Process Redesign (BPR) to aid the BMV in its systems modernization. The BPR will provide the BMV with an understanding of the transactional opportunities and requirements necessary to fulfill its statutory charges as defined in [Title IX](#).

In addition, the BPR vendor will analyze and design a common/standardized set of all business processes, practices, and requirements supporting the statutory charges of the BMV. The vendor will assist the BMV in redesigning existing business processes to:

- Be standardized (similar) across all transactional categories (credentials, titles, registrations, and other)
- Create process efficiencies within these processes
- Design the processes to meet the standards and requirements as proscribed in [Title IX](#)

## **Data Management Architecture**

The BMV/C is currently procuring a vendor to execute the Data Management Architecture Project. The Data Management Architecture Project will complete the following deliverables:

- Data Management Architecture Gap Analysis
- Data Governance Plan
- Data Management Architecture Design Plan to address identified Data Architecture gaps
- “Big Data” Assessment

## **Electronic Document Management Solution**

The BMV/C’s current Document Management solution is reaching its end of life. The BMV/C EDMS project will procure a new EDMS to support future state business processes that have been defined by the BMV/C. The BMV/C intends to implement the new EDMS by December 31, 2018.

## **Vehicle Valuation and Vehicle Identification Number Decoding**

The BMV/C will purchase Vehicle Valuation and Vehicle Identification Number Decoding services. Vehicle Valuation will provide Manufacturer’s Suggested Retail Price (MSRP) information for vehicles, motorcycles, trucks, boats, and recreational vehicles (RVs). Vehicle Identification Number (VIN) Decoding services will provide VIN validation and decoding for vehicles, motorcycles, trucks, boats, and recreational vehicles (RVs).

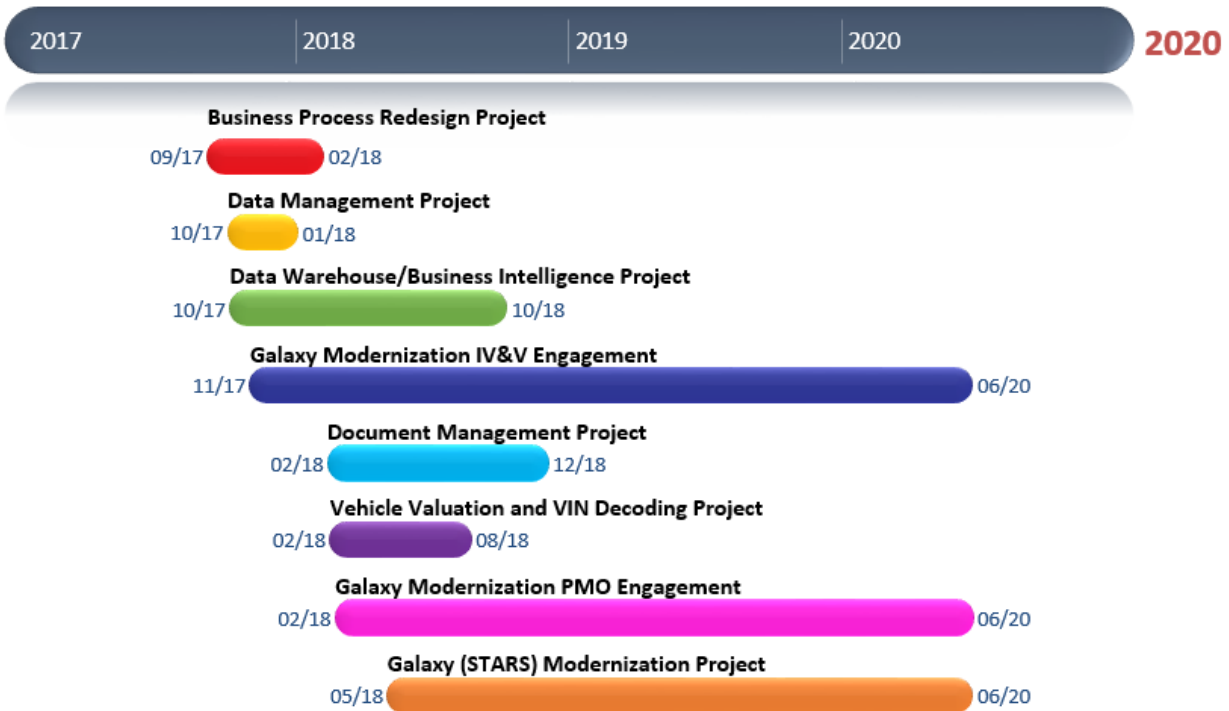
## **Data Warehouse and Business Intelligence/Decision Support Services**

Following the completion of the Data Management Architecture project, the BMV/C may purchase an additional solution and/or services to address the Data Warehouse and Business Intelligence/Decision Support Service gaps.

As BMV/C system and service contracts expire, the BMV/C will require all vendors to align their solutions and services to the modernization efforts. As feasible, the BMV/C will sequence procurements and contract renewals to address the modernizations changes that are required by each vendor. In the event that the timing of a procurement or contract precedes major components of the Galaxy Modernization, the BMV/C will provide the vendors with information on upcoming changes as soon as possible. The expectation of the BMV/C is that all BMV/C vendors will work together to make the modifications necessary to meet the Galaxy Modernization goals.

### 1.4.3 ESTIMATED PROJECT TIMELINE

The following is a draft timeline outlining the planned project schedule for the BMV/C Systems Modernization initiative. This timeline is intended to provide a general understanding of the project sequence and may be modified at the discretion of the BMV and IDOA.



### 1.4.4 DOCUMENT MANAGEMENT

In May 2017, the BMV/C began preparations to modernize the Document Management system by conducting business process redesign (BPR) for the entire scope of the BMV/C Document Management process. This included:

- Gathering as-is documentation
- Reviewing as-is documentation and building draft maps
- Validating and updating as-is maps with stakeholders
- Identifying current process issues or opportunities for improvement
- Building a listing of recommendations and identifying potential impacts to people, policy, process, and technology
- Building high-level future state process maps to illustrate desired goals
- Building a cross-reference to associate current as-is processes to high-level future state process maps
- Gathering requirements and tracing them to future state process steps and recommendations

The as-is process maps, future state process maps, recommendations, and the process map cross-reference are available in the Bidder's Library. To access the Bidder's Library, interested

respondents must request access and complete a Non-Disclosure Agreement provided in Attachment H. To obtain a username and password to access the documents, contact [lhooyer@idoa.in.gov](mailto:lhooyer@idoa.in.gov).

#### 1.4.4.1 DOCUMENT MANAGEMENT CURRENT STATE

The current BMV/C document management system is used to drive both manual and automated processes, depending on the transaction or document type.

When a transaction is performed at the branch, documents are scanned into Kofax for an initial quality check and validation by the Central Office. Central Office staff verify that documents are split or oriented correctly and ensure that the system is able to pull customer and transaction data from STARS using the transaction ID.

After quality check and validation, documents are loaded into Fortis and are reviewed by the Central Office Document Management or Credentials area depending on transaction type. If documentation is complete, Central Office staff mark the transaction as complete. If errors are identified:

- The transaction/document(s) is placed on hold in Fortis
- Central Office staff document transaction error information
- The system generates an email to the branch/partner with error information
- The branch/partner reviews the error, rescans documents, and responds to the Central Office via email
- Staff at the Central Office perform quality verification and mark complete

Both automated and manual processes are triggered once documents are marked as complete in Fortis.

The BMV/C also receives documents centrally via mail, electronic interfaces, emails, and faxes. These documents are typically scanned or printed into Fortis, worked by Central Office staff, and marked as complete in the system.

Although the majority of documents are stored electronically in the document management system, there are also documents maintained physically at the branch which are not currently scanned into the document management system.

For calendar year 2016, the Indiana BMV/C document imaging transaction volumes were:

- Driver's License - 1,587,526
- Placards - 124,675
- Titles - 2,351,337
- Watercraft - 33,702
- Medical Documents - 217,628
- Driver Records - 283,786

Additional historical transaction document imaging data for the BMV/C is presented in the Bidder's Library.

Common issues experienced in the current Document Management system are summarized below. In 2016 there were 500 tickets submitted related to the current EDMS. A sample of current system tickets is available in the Bidder's Library.

#### 1.4.4.2 DOCUMENT MANAGEMENT FUTURE STATE

A successful modernized EDMS will, at a minimum:

- Support a standardized scanning process
- Ingest documents from BMV/C users, partners, and customers through multiple entry points such as scans, faxes, emails, interfaces, and uploads
- Automatically verify scan quality and immediately notify the scanner to rescan as necessary
- Use Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR) to pull key document information and populate the STARS customer/transaction information
- Route documents to defined work queues for review as needed, based on business rules
- Integrate with other BMV/C systems to allow automated actions, based on business rules

### 1.5 LETTER OF INTENT

Vendors that wish to reply to this RFP must submit an "Intent to Respond" form presented in Attachment I. The "Intent to Respond" form will be used by IDOA to schedule vendor software demonstrations for qualified vendors. The "Intent to Respond" form must be submitted in writing via email to [lhooyer@idoa.in.gov](mailto:lhooyer@idoa.in.gov) no later than **3:00 p.m. EST** on October 4, 2017. Any vendors who submit an "Intent to Respond" should include the following phrase in the email subject line: "Intent to Respond to RFP 18-017, BMV/C Electronic Document Management Solution".

## 1.6 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section 1 - General Information and Requested Products or Services	This section provides an overview of the RFP, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this RFP
Section 2 - Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Proposal, Technical Proposal, and a Cost Proposal
Section 3 - Proposal Evaluation Criteria	This sections discusses the evaluation criteria to be used to evaluate respondents' proposals
Attachment A	M/WBE Participation Plan Form
Attachment A1	IVOSB Participation Plan Form
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Cost Proposal Template
Attachment E	Business Proposal Template
Attachment F1	Technical Proposal Requirements
Attachment F2	Technical Proposal Template
Attachment G	Q&A Template
Attachment H	Non-Disclosure Agreement
Attachment I	Intent to Respond Form
Attachment J	Customer Reference Form

## 1.7 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held on September 14, 2017 at **2:00 p.m. EST** in Indiana Government Center South Conference Center Room Number 19. At this conference, potential respondents may ask questions about the RFP and the RFP process. Respondents are reminded that no answers issued verbally at the conference are binding on the State and any information provided at the conference, unless it is later issued in writing, also is not binding on the State.

## 1.8 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time** on September 20, 2017. Questions/Inquiries may be submitted in Attachment G, Q&A Template, via email to [rfp@idoa.IN.gov](mailto:rfp@idoa.IN.gov) and must be received by the time and date indicated above. Any vendors who submit questions/inquiries should include the following phrase in the email subject line: "RFP 18-017, BMV/C Electronic Document Management Solution".

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website according to the RFP timetable established in [Section 1.25](#). The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the IDOA website will be considered official and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

Inquiries are not to be directed to any staff member of the Indiana BMV/C, or any other participating agency. Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the IDOA website. If such addenda issuance is necessary, the Procurement Division may extend the due date and time of proposals to accommodate such additional information requirements, if required.

## 1.9 DUE DATE FOR PROPOSALS

All proposals must be received at the address below by the Procurement Division no later than **3:00 p.m. Eastern Time** on November 2, 2017. Each Respondent must submit **one original CD-ROM (marked "Original") and six (6) complete copies on CD-ROM** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original** CD-ROM will be considered the official response in evaluating responses for scoring and protest resolution. **The respondent's proposal response on this CD may be posted on the IDOA website, (<http://www.in.gov/idoa/2462.htm>) if recommended for selection.** Each copy of the proposal must follow the format indicated in [Section 2](#) of this document. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired. All proposals must be addressed to:

Lottie Hooyer  
Indiana Department of Administration  
Procurement Division  
402 West Washington Street, Room W468  
Indianapolis, IN 46204

### **If you hand-deliver solicitation responses:**

To facilitate weapons restrictions at Indiana Government Center North and Indiana Government Center South, as of **July 21, 2008**, the public must enter IGC buildings through a designated public

entrance. The public entrance to Indiana Government Center South is located at 10 N. Senate Avenue (East side of building). This entrance is equipped with metal detectors and screening devices monitored by Indiana State Police Capitol Police.

Passing through the public entrance may take some time. Please be sure to take this information into consideration if your company plans to submit a solicitation response in person.

**If you ship or mail solicitation responses:** United States Postal Express and Certified Mail are both delivered to the Government Center Central Mailroom, and not directly to the Procurement Division. It is the responsibility of the Respondent to make sure that solicitation responses are received by the Procurement Division at the Department of Administration's reception desk on or before the designated time and date. Late submissions will not be accepted. The Department of Administration, Procurement Division clock is the official time for all solicitation submissions.

Regardless of delivery method, all proposal packages must be **sealed** and clearly marked with the RFP number, due date, and time due. IDOA will not accept any unsealed bids. Any proposal received by the Department of Administration, Procurement Division after the due date and time will not be considered. Any late proposals will be returned, unopened, to the Respondent upon request. All rejected proposals not claimed within 30 days of the proposal due date will be destroyed.

No more than one proposal per Respondent may be submitted.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

#### 1.10 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format consistent with the submittal of the original response, acceptable to IDOA and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Procurement Division will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Procurement Division after the exact hour and date specified for receipt of proposals will not be considered.

#### 1.11 PRICING

Pricing on this RFP must be firm and remain open for a period of not less than 180 days from the proposal due date. Any attempt to manipulate the format of the document, attach caveats to pricing, or submit pricing that deviates from the current format will put your proposal at risk.

Please refer to the [Section 2.5 Cost Proposal](#) for a detailed discussion of the proposal pricing format and requirements.



#### 1.12 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include a request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the State may use information derived from proposals submitted by competing respondents only if the identity of the respondent providing the information is not disclosed to others. The State will provide equivalent information to all respondents which have been chosen for discussions. Discussions, along with negotiations with responsible respondents may be conducted for any appropriate purpose.

The Procurement Division will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

A sample contract is provided in Attachment B. Any requested changes to the sample contract must be submitted with your response (See [Section 2.3.2](#) for details). The State reserves the right to reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

#### 1.13 BEST AND FINAL OFFER

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract on the basis of initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offers that are most advantageous to the State, considering cost and the evaluation criteria in this RFP.

#### 1.14 REFERENCE SITE VISITS

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

#### 1.15 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with one Respondent to fulfill the requirements in this RFP.

The term of the contract shall be for a period that includes the Implementation Timeline and a four (4) year Maintenance with the option to renew at the State's discretion.

## 1.16 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must indicate so in the Transmittal Letter. Confidential Information must also be clearly marked in a separate folder on any included CD-ROM. The Respondent must also specify which statutory exception of APRA that applies. The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

## 1.17 TAXES

Proposals should not include any tax from which the State is exempt.

## 1.18 PROCUREMENT DIVISION REGISTRATION

In order to receive an award, you must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to [www.in.gov/idoa/2464.htm](http://www.in.gov/idoa/2464.htm).

## 1.19 SECRETARY OF STATE REGISTRATION

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana  
Corporation Division  
402 West Washington Street, E018  
Indianapolis, IN 46204  
(317) 232-6576  
[www.in.gov/sos](http://www.in.gov/sos)

## 1.20 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that it has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

## 1.21 EQUAL OPPORTUNITY COMMITMENT

Pursuant to IC 4-13-16.5 and in accordance with 25 IAC 5, Executive Order 13-04 and IC 5-22-14-3.5, it has been determined that there is a reasonable expectation of minority, woman, and Indiana veteran business enterprises subcontracting opportunities on a contract awarded under this RFP. Therefore a contract goal of 8% for Minority Business Enterprises, 8% for Woman Business Enterprises, and 3% for Veteran Business Enterprises have been established and all respondents will be expected to comply with the regulation set forth in 25 IAC 5, Executive Order 13-04 and IC 5-22-14-3.5.

Failure to address these requirements may impact the evaluation of your proposal.

## 1.22 MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR COMMITMENT (MWBE)

In accordance with 25 IAC 5-5, the respondent is expected to submit with its proposal a Minority & Women's Business Enterprises RFP Subcontractor Commitment Form. The Form must show that there are, participating in the proposed contract, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) listed in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms located at <http://www.in.gov/idoa/2352.htm>.

If participation is met through use of vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in **"TOTAL BID AMOUNT"** should match the amount entered in the Attachment D, Cost Proposal Template.

Failure to meet these goals will affect the evaluation of your Proposal. The Department reserves the right to verify all information included on the MWBE Subcontractor Commitment Form.

Respondents are encouraged to contact and work with MWBED at 317-232-3061 to design a subcontractor commitment to meet established goals as referenced in this solicitation.

**Prime Contractors must ensure that the proposed subcontractors meet the following criteria:**

- Must be listed on the [IDOA Directory of Certified Firms](#), **on or before** the proposal due date
- Prime Contractor must include with their proposal the subcontractor's M/WBE Certification Letter provided by IDOA, to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE, or IVOSB (see [Section 1.23](#))
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- **Must serve a Commercially Useful Function (CUF). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract
- National Diversity Plans are generally not acceptable

#### **MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF COMMITMENT (MWBE)**

A signed letter(s), on company letterhead, from the MBE and/or WBE must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. The State may deny evaluation points if the letter(s) is not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount, subcontract amount as a percentage of the **“TOTAL BID AMOUNT”** and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the Proposal, the Respondent acknowledges and agrees to be bound by the regulatory processes involving the State's M/WBE Program. Questions involving the regulations governing the MWBE Subcontractor Commitment Form should be directed to: Minority and Women's Business Enterprises Division at (317) 232-3061 or <http://www.in.gov/idoa/2352.htm>.

### 1.23 INDIANA VETERAN OWNED SMALL BUSINESS SUBCONTRACTOR COMMITMENT (IVOSB)

In accordance with Executive Order 13-04 and IC 5-22-14-3.5, it has been determined that there is a reasonable expectation of Indiana Veteran Owned Small Business subcontracting opportunities on a contract awarded under this RFP. The IVOSB Subcontractor Commitment Form is to be submitted alongside the Respondent's proposal. The Form must show that they are participating in the proposed contract and IVOSB firms that meet the requirements listed at the Veteran's Business Program website (<http://www.in.gov/idoa/2862.htm>).

If participation is met through use of vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety. The amount entered in "**TOTAL BID AMOUNT**" should match the amount entered in the Attachment D, Cost Proposal Template.

Failure to address these goals may impact the evaluation of your Proposal. The Department reserves the right to verify all information included on the IVOSB Subcontractor Commitment Form.

**Prime Contractors must ensure that the proposed IVOSB subcontractors meet the following criteria:**

- Must be listed on Federal Center for Veterans Business Enterprise ([VA OSDBU](#)) registry or listed on the [IDOA Directory of Certified Firms](#), **on or before** the proposal due date
- Prime Contractor must include with their proposal the subcontractor's veteran business Certification Letter provided by either IDOA or Federal Govt. (VA OSDBU), to show current status of certification.
- Each firm may only serve as one classification – MBE, WBE (see [Section 1.22](#)) or IVOSB
- IVOSB must have a Bidder ID (see [Section 2.3.1.7](#) - [Department of Administration, Procurement Division](#))
- A Prime Contractor who is an IVOSB must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- **Must serve a Commercially Useful Function (CUF). The firm must serve a value-added purpose on the engagement, as confirmed by the State.**
- Must provide goods or service only in the industry area for which it is certified as listed in the [VA OSDBU](#) or IDOA Certified Firm directories <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract

### INDIANA VETERAN OWNED SMALL BUSINESS RFP SUBCONTRACTOR LETTER OF COMMITMENT

A signed letter(s), on company letterhead, from the IVOSB must accompany the IVOSB Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the IVOSB of its subcontract amount, a description of products and/or services to be provided on this project, and approximate date the subcontractor will perform work on this contract. The State

reserves the right to deny evaluation points if the letter(s) is not attached. The State may deny evaluation points if the letter(s) is not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount, subcontract amount as a percentage of the **“TOTAL BID AMOUNT”** and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the Proposal, the Respondent acknowledges and agrees to be bound by the policies and processes involving the State’s IVOSB Program. Questions involving the regulations governing the IVOSB Subcontractor Commitment Form should be directed to:  
[indianaveteranspreference@idoa.in.gov](mailto:indianaveteranspreference@idoa.in.gov).

#### 1.24 AMERICANS WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

#### 1.25 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team’s findings.

#### ***Key RFP Dates***

<b>Activity</b>	<b>Date</b>
Issue of RFP	September 7, 2017
Pre-Proposal Conference	September 14, 2017
Deadline to Submit Written Questions	September 20, 2017
Response to Written Questions/RFP Amendments	September 29, 2017
Deadline to Submit Intent to Respond Form	October 4, 2017
Submission of Proposals	November 2, 2017
<b><i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i></b>	
Proposal Evaluation	TBD
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	November 29, 2017
Best and Final Offers (if necessary)	TBD
RFP Award Recommendation	TBD

## 1.26 EVIDENCE OF FINANCIAL RESPONSIBILITY (25 IAC 1.1-1-5)

If the contract is greater than 1 Million Dollars (\$1,000,000.00), financial surety or protection will be required. When appropriate and subject to the discretion of the purchasing agency, the purchasing agency will require the successful Respondent to submit evidence of financial responsibility prior to submission of a fully executed contract. The evidence of financial responsibility shall not exceed 10% of the contract price.

Evidence of financial responsibility, in the amount of 10% of the contract Not to Exceed, shall be required to guarantee the performance of the selected respondent prior to a fully executed contract. The evidence of financial responsibility, when required, must remain in effect for the duration of the contract including any/all renewals. The evidence of financial responsibility must be in the form of an irrevocable letter of credit, certified check, cashier's check, or a bond acquired from a surety company registered with the Indiana Department of Insurance or other evidence deemed acceptable by the State. Notwithstanding any other provisions relating to the beginning of the term, the contract shall not become effective until the evidence of financial responsibility required by the contract is delivered in the correct form and amount to IDOA Procurement. The evidence of financial responsibility must be submitted to the following address prior to contract execution:

Indiana Bureau of Motor Vehicles  
Indiana Government Center North  
Room 402  
100 North Senate Avenue  
Indianapolis, IN 46204

## 1.27 CONFLICT OF INTEREST

Any person, firm or entity that assisted with and/or participated in the preparation of this RFP document is prohibited from submitting a proposal to this specific RFP. For the purposes of this RFP "person" means a state officer, employee, special state appointee, or any individual or entity working with or advising the State or involved in the preparation of this RFP proposal. This prohibition would also apply to an entity who hires, within a one-year period prior to the publication of this RFP, a person that assisted with and/or participated in the preparation of this RFP.

## **SECTION TWO PROPOSAL PREPARATION INSTRUCTIONS**

### **2.1 GENERAL**

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent's proposal
- The Transmittal Letter must be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below
- The electronic copies of the proposal submitted via CD-ROM should be organized to mirror the sections below and the attachments
- Each item, i.e. Transmittal Letter, Business Proposal, Technical Proposal, Cost Proposal, etc., must be separate standalone electronic files on the CD-ROM. Please do not submit your proposal as one large file
- Whenever possible, please submit all attachments in their original format
- Confidential Information must also be clearly marked in a separate folder/file on any included CD-ROM

### **2.2 TRANSMITTAL LETTER**

The Transmittal Letter must address the following topics except those specifically identified as "optional."

#### **2.2.1 AGREEMENT WITH REQUIREMENT LISTED IN SECTION 1**

The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.

#### **2.2.2 SUMMARY OF ABILITY AND DESIRE TO SUPPLY THE REQUIRED PRODUCTS OR SERVICES**

The Transmittal Letter must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Attachment F1 of this RFP. The letter must also contain a statement indicating the Respondent's willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses.



### 2.2.3 SIGNATURE OF AUTHORIZED REPRESENTATIVE

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in [Section 2.3.1.4](#), must sign the Transmittal Letter. **In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.**

### 2.2.4 RESPONDENT NOTIFICATION

Unless otherwise indicated in the Transmittal Letter, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor addresses.

### 2.2.5 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.* (see [Section 1.16](#)).

Provide the following information:

- List all documents where claiming a statutory exemption to the APRA;
- Specify which statutory exception of APRA that applies for each document;
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document.

### 2.2.6 OTHER INFORMATION

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

## 2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as "optional." **The Business Proposal Template includes two (2) worksheets in Attachment E named Business Information and Contract Revisions.**

### 2.3.1 BUSINESS INFORMATION

#### 2.3.1.1 GENERAL (OPTIONAL)

This section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

#### 2.3.1.2 RESPONDENT'S COMPANY STRUCTURE

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

#### 2.3.1.3 COMPANY FINANCIAL INFORMATION

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company, additional financial information should be provided for the entity/organization directly responding to this RFP.

#### 2.3.1.4 INTEGRITY OF COMPANY STRUCTURE AND FINANCIAL REPORTING

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.

#### 2.3.1.5 CONTRACT TERMS/CLAUSES

A sample contract that the state expects to execute with the successful Respondent(s) is provided in Attachment B. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in Attachment B.

In the Transmittal Letter please indicate acceptance of these mandatory contract terms (see [Section 2.2.2](#)). In this section please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If additional contract terms are required, please include them in this section. To reiterate it's the State's strong desire to not deviate from the contract provided in the attachment and as such the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Duties of Contractor, Rate of Pay, and Term of Contract
- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Provision and Certification
- Employment Eligibility
- Funding Cancellation
- Governing Laws
- Indemnification
- Information Technology
- Non-Discrimination Clause
- Ownership of Documents and Materials
- Payments
- Penalties/Interest/Attorney's Fees
- Termination for Convenience
- Non-Collusion and Acceptance

Any or all portions of this RFP and any or all portions of the Respondent's response may be incorporated as part of the final contract

#### 2.3.1.6 REFERENCES

The Respondent must include a list of at least three (3) clients/customers for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. References should demonstrate experience within the last three (3) years implementing the proposed electronic document management solution for projects of similar size and scope preferably within state government, or within large complex business environments if state government experience is not available. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

The Respondent must request their references complete and submit Attachment J – Customer Reference Form. References must submit completed forms in writing via email directly to Lottie Hooyer ([lhooyer@idoa.in.gov](mailto:lhooyer@idoa.in.gov)) no later than the proposal due date and time, **October 26, 2017 at 3:00 pm Eastern Time**. References should include the following phrase in the email subject line: "Customer Reference to RFP 18-017, BMV/C Electronic

Document Management Solution.” Confirmation will be provided to Respondents when references are received by IDOA.

Additionally, Respondents are required to provide a history of all EDMS projects initiated, completed or in progress in which the Respondent was engaged during the past five (5) years (September 2012 - September 2017). This should include all projects in which the Respondent served as either a prime contractor or subcontractor and a description of the project outcome.

#### 2.3.1.7 REGISTRATION TO DO BUSINESS

##### **Secretary of State**

If awarded the contract, the Respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

##### **Department of Administration, Procurement Division**

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm>.

The IDOA Procurement Division maintains two databases of vendor information. The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of Indiana. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line Bidder registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents do need to be registered to bid on and receive email notifications. Completion of the Bidder registration will result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder. Problems or questions concerning the registration process or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, [aredding@idoa.in.gov](mailto:aredding@idoa.in.gov), or you may reach her by phone at (317) 234-3542.

IVOSB entities (whether a prime or subcontractor) must have a bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA.

#### 2.3.1.8 AUTHORIZING DOCUMENT

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

#### 2.3.1.9 SUBCONTRACTORS

The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority, Women, or Veteran Owned Business under IC 4-13-16.5-1 and Executive Order 13-04 and IC 5-22-14-3.5. See Sections [1.22](#), [1.23](#), and Attachments A/A1 for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see [Section 2.3.1.7](#), [Department of Administration, Procurement Division](#) for details).

#### 2.3.1.10 EVIDENCE OF FINANCIAL RESPONSIBILITY

This section will indicate the ability to provide the mandatory evidence of financial responsibility. See [Section 1.26](#) for details.

Notwithstanding any other provisions relating to the beginning of the term, any contract will not become effective until the evidence of financial responsibility is delivered in the correct form and amount to the address indicated in [Section 1.26](#).

#### 2.3.1.11 GENERAL INFORMATION

Each Respondent must enter your company's general information including contact information.

#### 2.3.1.12 EXPERIENCE SERVING STATE GOVERNMENTS

Each Respondent is asked to please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

#### 2.3.1.13 EXPERIENCE SERVING SIMILAR CLIENTS

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples.

#### 2.3.1.14 INDIANA PREFERENCES

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

#### **Buy Indiana**

Refer to [Section 2.7](#) for additional information.

#### 2.3.1.15 PAYMENT

Respondent should be able to accept payment by credit card as an optional form of payment, but should be able to accept other forms of payment from the State as well. In the Respondent's proposal, the Respondent should agree to accept any credit card-user handling fees associated with acceptance of the State's Purchasing Card. Please demonstrate how your company will meet this requirement of accepting payment by credit card as the only form of payment if the State chooses to implement this policy.

### 2.3.2 CONTRACT REVISIONS

The BMV/C intends to achieve a near final contract as part of the EDMS evaluation and selection process. The Draft Contract (Attachment B) provides proposed language for most aspects of the contract.

The Contract Revision worksheet in the Business Proposal Template (Attachment E) provides the structure for qualified Respondents to recommend contract language changes. The State reserves the right to reject any of these requested changes. It is the State's expectation that all material elements of the contract will be substantially finalized prior to contract award.

## 2.4 TECHNICAL PROPOSAL

The Mandatory Requirements and Technical Proposal Requirements are presented in Attachment F1. Each Respondent must respond to each individual requirement using the Technical Proposal response template presented in Attachment F2.

The Mandatory Requirements response is presented in a separate worksheet in Attachment F2. This worksheet lists the requirements that must be met in order for the Respondent to be considered qualified. These requirements will be graded on a pass/fail scale as described in [Sections 3.1](#) and [Section 3.2](#). For each Mandatory Requirement, Respondents should respond with a Yes/No answer. In addition, in no more than 300 words, Respondents should provide an explanation including the evidence and references supporting their response. When Respondents provide supporting evidence, they should clearly identify the location of the additional documentation to support their explanations.

The Foundation Requirements response is presented in a separate worksheet in Attachment F2. For each Foundation Requirement, Respondents should indicate whether or not the Respondent agrees to the Vendor Responsibility. Respondents should enter comments as necessary to provide additional information.

The Document Management Requirements response is presented in a separate worksheet in Attachment F2. Respondents should indicate whether the Document Management requirement is met via configuration, modification, or customization or if the requirement is unsupported. Respondents should also indicate if the requirement is currently in production or in use by another client. Respondents should enter comments as necessary to provide additional information.

Refer to the instructions worksheet in Attachment F2 for detailed instructions for completing the entire Technical Proposal workbook.

In addition, each Respondent should also prepare a narrative (no longer than 10 pages) per RFP Section unless otherwise specified in the table below, addressing the following Proposal Submission Requirements. Narrative responses must be structured and numbered according to the RFP section numbers and headers as presented in the table below.

Responses in each section must be addressed in the order given. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must

contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State.

When requested, the Respondent should present Work Samples in a Separate Section (Section 6) of the Response.

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
4.1	Project Management	<p><b>Note: Response to this section of the proposal does not have a page limit</b></p> <p>Respondents should describe their overall approach to all aspects of Project Management with an emphasis on Communication Management, Risk and Issue Management and Quality Management.</p> <p>Respondents should provide a detailed project work plan (schedule) with a detailed work breakdown structure (WBS) of all tasks, subtasks, and activities required to complete all sections of this RFP to implement the EDMS. This WBS should contain at least three levels of detail.</p> <p>Respondents should describe their proposed project organization and staffing in detail. Project organization and staffing should be described for the initial Implementation and described separately for the Operations and Maintenance phase. The following items should be submitted, with separate sections for Implementation and Operations and Maintenance:</p> <ul style="list-style-type: none"> <li>▪ An organization chart with a description of the purpose and function of each organizational unit</li> <li>▪ Resumes for, at a minimum, the applicable component key staff positions. Include PMI certification and certification number, as applicable.</li> <li>▪ Resumes for other positions are desirable and their submission is encouraged. Sample resumes for positions which are anticipated to have multiple occupants are acceptable. Include PMI certification and certification number, as applicable</li> <li>▪ A matrix or similar presentation that clearly and concisely associates key staff qualifications with the minimum qualifications</li> </ul>



RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
		<ul style="list-style-type: none"> <li>Three (3) client references for each key staff member for work performed within the ten (10) years immediately prior to the proposal submission date. Each reference should include the client's name, position, contact information (mailing address, telephone number, email address), and a brief description sufficient to identify the project to which the reference pertains. Respondents are responsible for providing accurate, current contact information for each reference.</li> </ul> <p>Respondents should also include, as part of Section 6 - Work Samples, a copy from a project of similar scope, the following:</p> <ul style="list-style-type: none"> <li>Communication management plan</li> <li>Risk management plan</li> </ul>
4.2	System Development Life Cycle	<p>Respondents should describe their proposed SDLC approach including:</p> <ul style="list-style-type: none"> <li>Narrative description of the approach to the initial implementation</li> <li>Detailed work plan for implementation</li> <li>Narrative description of the approach to ongoing operations and maintenance including release management and coordination with BMV/C ITD releases</li> </ul>
4.3	Systems Environment	<p>Respondents should provide a narrative addressing the Systems Environment responsibilities. At a minimum, Respondents should describe:</p> <ul style="list-style-type: none"> <li>Preliminary design of the systems environment prior to State input</li> <li>Initial implementation of the systems environment</li> <li>Production environment interactions</li> <li>Transition from development to operations and maintenance</li> <li>Maintenance and management of the systems environment</li> </ul>

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
4.4	Technical Standards	<p>Respondents should provide a description of the EDMS including:</p> <ul style="list-style-type: none"> <li>▪ Proposed hardware and software.</li> <li>▪ If the Respondent's solution requires integration with the State's infrastructure, or State-owned software, the Respondent should also provide a description of integration plan and any related assumptions</li> <li>▪ Compliance with the standards set forth in the RFP, and the approach to adhering to and maintaining compliance with the standards throughout the duration of the project.</li> <li>▪ Ability to support two (2) factor authentication (e.g., Fingerprint Scan), if available</li> </ul>
4.5	Testing	<p>Respondents should provide a description of the following:</p> <ul style="list-style-type: none"> <li>▪ Approach to meeting the requirements of this section, including but not limited to planning, managing, and executing testing throughout the entire project</li> <li>▪ Employment of various testing tools</li> <li>▪ Respondents should also include, as part of Section 6 - Work Samples, a representative sample of test scenarios and test cases, or conceptual equivalents, from a project of similar scope</li> </ul>
4.6	Business Continuity and Disaster Recovery	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> <li>▪ Expected content of their BCP and DRP including a description of any standards or models to be employed in their development</li> <li>▪ Approach to maintaining and testing the BCP and DRP and the approach to compliance with RFP requirements including but not limited to exercises, drills, demonstrations, reviews, and reporting</li> <li>▪ Approach to communications during disaster recovery</li> </ul>
4.7	Data Conversion	<p>Respondents should provide a description of their proposed approach to planning, development, testing, and implementation of data conversion.</p>

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
4.7.6	Legacy Data Conversion	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> <li>▪ Approach to microfilm, microfiche, and comfilm conversion</li> <li>▪ Strategy for microfilm, microfiche, and comfilm indexing</li> <li>▪ Anticipated timeline for BMV/C microfilm, microfiche, and comfilm conversion</li> </ul>
4.8	Privacy Standards	Respondents should provide a description of their understanding and approach to achieving and maintaining compliance with the privacy standards.
4.9	Security Standards	Respondents should provide a description of their understanding and approach to achieving and maintaining compliance with the security standards.
4.10	Training	<p>Respondents should provide a description of their approach to meeting the Training requirements including planning, managing, and delivering training to State staff, including the development and maintenance of training materials and the employment of various tools and modalities for training delivery.</p> <p>Respondents should also include, as part of Section 6 - Work Samples, a copy of user training materials or conceptual equivalents from a project of similar scope.</p>
4.11	Documentation	<p>Respondents should provide a description of their approach to meeting the Documentation requirements planning, developing, and managing documentation throughout the entire project.</p> <p>Respondents should also include, as part of Section 6 - Work Samples, the following manuals or conceptual equivalents from a project of similar scope:</p> <ul style="list-style-type: none"> <li>▪ Standard Operating Procedure (SOP) manuals</li> <li>▪ User manuals</li> <li>▪ Systems documentation</li> </ul>
4.12	Service Desk	Respondents should provide a description of their approach to meeting the Service Desk requirements.

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
4.13	Engagement and Transition	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> <li>▪ The expected content of their Transition Plan, including any assumptions or requirements for the incumbent vendor or the State. Note: The incumbent vendor is also expected to develop a Transition Plan to describe their approach to maintain the current level of performance during the implementation of the new EDMS. It is expected that the incoming vendor will provide a separate implementation team that will be responsible for phase-in activities, while the existing team is responsible for phase-out activities</li> </ul>
4.14	Disengagement	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> <li>▪ The expected content of their Disengagement Transition Plan</li> <li>▪ Their approach to maintaining the plan</li> <li>▪ Their approach to providing the resources and meeting the requirements of disengagement</li> </ul>
5.1	Document Management/ Overview	<p>Respondents should provide descriptions of the:</p> <ul style="list-style-type: none"> <li>▪ Proposed EDMS at a high level</li> <li>▪ Flexibility and scalability of solution</li> <li>▪ Version control capabilities</li> <li>▪ Document retention and storage capabilities</li> <li>▪ Document redaction capabilities</li> </ul> <p>Respondents should also include, as part of Section 6 - Work Samples, solution information and/or screenshots that may aid in describing the EDMS solution.</p>
5.2	Document Management/ Intake	<p>Respondents should provide descriptions of the:</p> <ul style="list-style-type: none"> <li>▪ Proposed scanning process</li> <li>▪ Process for accepting documents via fax, email, mobile device, or upload</li> <li>▪ Quality checking and document correction capabilities</li> </ul> <p>Respondents should also include, as part of Section 6 - Work Samples, solution information and/or screenshots that may aid in describing the EDMS solution.</p>

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
5.3	Document Management/ Indexing and Validation	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> <li>▪ OCR/ICR capabilities</li> <li>▪ Indexing approach</li> <li>▪ Automated validation capabilities</li> </ul> <p>Respondents should also include, as part of Section 6 - Work Samples, solution information and/or screenshots that may aid in describing the EDMS solution.</p>
5.4	Document Management/ Integration	<p>Respondents should provide descriptions of the:</p> <ul style="list-style-type: none"> <li>▪ Web-based and Application Program Interface (API) capabilities</li> <li>▪ Proposed strategy for integrating with existing BMV/C systems</li> </ul> <p>Respondents should also include, as part of Section 6 - Work Samples, solution information and/or screenshots that may aid in describing the EDMS solution.</p>
5.5	Document Management/ Reporting	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> <li>▪ Querying capabilities</li> <li>▪ Reporting available by default in the solution</li> <li>▪ Ad hoc reporting capabilities</li> <li>▪ Workflow reporting and dashboard functionality</li> </ul> <p>Respondents should also include, as part of Section 6 - Work Samples, solution information and/or screenshots that may aid in describing the EDMS solution.</p>

RFP and Proposal Response Section Number	RFP and Proposal Response Section Header	Proposal Response Requirements
5.6	Document Management/User Experience	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> <li>▪ User interface including configurable items</li> <li>▪ Approach to user rights administration including the solution's ability to associate permissions with a user using one (1) or more of either user-based (access rights assigned to each user), role-based (users are grouped by role and access rights assigned to these groups), or rule/context-based (role-based with additional access rights assigned or restricted based on the context of the transaction such as time-of-day, workstation-location, or emergency-mode) controls</li> <li>▪ Integration with existing BMV/C authentication mechanisms</li> </ul> <p>Respondents should also include, as part of Section 6 - Work Samples, solution information and/or screenshots that may aid in describing the EDMS solution.</p>
5.7	Document Management/Workflow	<p>Respondents should provide descriptions of:</p> <ul style="list-style-type: none"> <li>▪ Creation of workgroups</li> <li>▪ Configuration of work queues</li> <li>▪ Incorporation of business rules into workflow management</li> <li>▪ Notification and messaging capabilities</li> </ul> <p>Respondents should also include, as part of Section 6 - Work Samples, solution information and/or screenshots that may aid in describing the EDMS solution.</p>

## 2.5 COST PROPOSAL

### **The Cost Proposal Template is Attachment D.**

The Cost Proposal must be submitted in the original format. Any attempt to manipulate the format of the Cost Proposal document, attach caveats to pricing, or submit pricing that deviates from the current format will put your proposal at risk.

Costs for initial purchase and maintenance of hardware, software and/or infrastructure must be included in the Cost Proposal, even if the Respondent plans to purchase these through the State's Services Catalog.

The State reserves the right to purchase the Respondent's proposed hardware, software and/or infrastructure through the State's IOT Services Catalog or a State of Indiana Quantity Purchase Agreement (QPA). If the State exercises this right, these costs will be removed from the successful vendor's contract. Information about the State's current QPA's can be located at:

<http://www.in.gov/idoa/2448.htm>

Respondents are also asked to provide a cost for the Legacy Conversion, described in the Data Conversion section of this RFP. The price for this service will not be used for scoring purposes. However, if the BMV/C determines that this service can be accommodated in their budget, the costs of Legacy Conversion will be included in the award based on the costs proposed in this response.

## 2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the state. The amount entered in Line 16 "Total amount of this proposal, bid, or current contract" should match the amount entered in the Attachment D, Cost Proposal Template.

## 2.7 BUY INDIANA INITIATIVE/INDIANA COMPANY

It is the Respondent's responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA, go to <http://www.in.gov/idoa/2464.htm> and click on the link to update this registration. Click the tab titled Buy Indiana. Select the appropriate category for your business. Respondents may only select one category. Certify this selection by clicking the check box next to the certification paragraph. Once this is complete, save your selection and exit your account.

Respondents that have not previously registered with IDOA must go to <http://www.in.gov/idoa/2464.htm> and click on the link to register. During the registration process, follow the steps outlined in the paragraph above to certify your business' status. The registration process should be complete at the time of proposal submission.

Respondent must clearly indicate which preference(s) they intend to claim in the Business Proposal, Attachment E, [Section 2.3.14](#) (Respondent will only be evaluated on the criteria selected/cited from IC 5-22-15-20.5).

Additionally, Respondents that wish to claim the Buy Indiana preference (for any criteria listed below) must have an email confirmation of their Buy Indiana status provided by [buyindianainvest@idoa.in.gov](mailto:buyindianainvest@idoa.in.gov) included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.

Respondents must also fully complete the Indiana Economic Impact form (Attachment C) and include it with their proposal response.

### **Defining an Indiana Business:**

“Indiana business” refers to any of the following:

- A business whose principal place of business is located in Indiana.
- A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.  
A business that employs Indiana residents as a majority of its employees.
- A business that makes significant capital investments in Indiana.  
A business that has a substantial positive economic impact on Indiana.

### **Substantial Capital Investment:**

Any company that can demonstrate a minimum capital investment in Indiana of \$5 million or more in plant and/or equipment or annual lease payments in Indiana of \$2.5 million or more shall qualify as an Indiana business under I.C.5-22-15-20.5 (b)(4).

### **Substantial Indiana Economic Impact:**

Any company that is in the top 500 companies (adjusted) for one of the following categories: number of employees (DWD), unemployment taxes (DWD), payroll withholding taxes (DOR), or Corporate Income Taxes (DOR); it shall qualify as an Indiana business under I.C. 5-22-15-20.5 (b)(5).



## **SECTION THREE PROPOSAL EVALUATION**

### **3.1 PROPOSAL EVALUATION PROCEDURE**

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in [Section 3.2](#). The Commissioner of IDOA or their designee will, in the exercise of their sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

1. Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
2. Each proposal will be evaluated on the basis of the categories included in [Section 3.2](#). A point score has been established for each category.
3. If technical proposals are close to equal, greater weight may be given to price.
4. Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by IDOA and the BMV/C for further action, such as final contract negotiations. If, however, IDOA and the BMV/C decide that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, IDOA may begin contract preparation with the next qualified Respondent or determine that no such alternate proposal exists.

### **3.2 EVALUATION CRITERIA**

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 103). If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded and the responses will be evaluated and scored without taking into account such criterion or criteria.

***Summary of Evaluation Criteria:***

<b>Criteria</b>	<b>Points</b>
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business Proposal, Technical Proposal, Implementation Proposal, Oral Presentations and Demonstrations, Contract Negotiations)	<b>50 available points</b>
3. Cost (Cost Proposal)	<b>25 available points</b>
4. Indiana Economic Impact	5
5. Buy Indiana	5
6. Minority Business Enterprise Subcontractor Commitment	5 (1 bonus point is available, see <a href="#">Section 3.2.4</a> )
7. Women Business Enterprise Subcontractor Commitment	5 (1 bonus point is available, see <a href="#">Section 3.2.4</a> )
8. Indiana Veteran Business Enterprise (IVOSB) Subcontractor Commitment	5 (1 bonus point is available, see <a href="#">Section 3.2.5</a> )
<b>Total</b>	<b>100 (103 if bonus awarded)</b>

All proposals will be evaluated using the following approach.

**Step 1**

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

**Step 2**

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. This scoring will have a maximum possible score of 75 points. All proposals will be ranked on the basis of their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions, oral presentations, clarifications, demonstrations, etc. focused on cost and other proposal elements. Step 2 may include a second “short list”.

**Step 3**

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions and a BAFO round which lead to changes in either the technical or cost proposal for the short listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

### 3.2.1 ADHERENCE TO REQUIREMENTS - PASS/FAIL

Respondents passing this category move to Phase 2 and proposal is evaluated for Management Assessment/Quality and Price.

The following 2 categories cannot exceed 75 points.

#### 3.2.1.1 MANAGEMENT ASSESSMENT/QUALITY

**50** available points

#### 3.2.1.2 PRICE

**25** available points

Cost scores will then be normalized to one another, based on the lowest cost proposal evaluated. The lowest cost proposal receives a total of 25 points. The normalization formula is as follows:

$$\blacksquare \text{ Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 25$$

### 3.2.2 INDIANA ECONOMIC IMPACT (5 POINTS)

See [Section 2.6](#) for additional information.

The total number of full time equivalent (FTE - please see [Section 1.2](#) for a definition of FTE's) Indiana resident employees for the Respondent's proposal, to execute the scope of work proposed in this

RFP, (prime contractor and subcontractors) will be used to evaluate the Respondent's Indiana Economic Impact. Points will be awarded based on a graduated scale. The Respondent with the most Indiana FTEs will be awarded 5 points. Points will then be awarded to the remaining Respondents proportionately. Please see Attachment C, Indiana Economic Impact Form, for more detailed instructions.

### 3.2.3 BUY INDIANA INITIATIVE - 5 POINTS

Respondents qualifying as an Indiana Company as defined in [Section 2.7](#) will receive 5 points in this category.

### 3.2.4 MINORITY (5 POINTS) AND WOMEN'S BUSINESS (5 POINTS) SUBCONTRACTOR COMMITMENT - (10 POINTS)

The following formula will be used to determine points to be awarded based on the MBE and WBE goals listed in [Section 1.21](#) of this RFP. Scoring is conducted based on an assigned 10-point, plus possible 2 bonus-points, scale (MBE: Possible 5 points + 1 bonus point, WBE: Possible 5 points + 1 bonus Point). Points are assigned for respective MBE participation and WBE participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established MBE or WBE goal, the maximum points achieved will be awarded according to the following schedule:

%	1%	2%	3%	4%	5%	6%	7%	8%
Pts.	.625	1.25	1.875	2.5	3.125	3.75	4.375	5.0

*NOTE: Fractional percentages will be rounded up or down to the nearest whole percentage. (e.g. 7.49% will be rounded down to 7% = 4.375 pts., 7.50% will be rounded up to 8% = 5.00 pts.)*

If the respondent's commitment percentage is rounded down to 0% for MBE or WBE participation the respondent will receive 0 points.

If the respondent's commitment percentage is 0% for MBE or WBE participation, a deduction of 1 point will be discounted on the respective MBE or WBE score.

The respondent with the greatest applicable CUF participation which exceeds the stated goal for the respective MBE or WBE category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for the greatest applicable CUF participation and both firms exceed the goal for the respective MBE/WBE category both firms will receive 6 points.

### 3.2.5 INDIANA VETERAN OWNED SMALL BUSINESS SUBCONTRACTOR COMMITMENT - (5 POINTS)

The following formula will be used to determine points to be awarded based on the IVOSB goal listed in [Section 1.21](#) of this RFP. Scoring is conducted based on an assigned 5-point, plus possible 1 bonus-point, scale. Points are assigned for IVOSB participation based upon the BAFO meeting or exceeding the established goals.

If the respondent's commitment percentage is less than the established IVOSB goal, the maximum points achieved will be awarded according to the following schedule:

%	0%	0.6%	1.2%	1.8%	2.4%	3%
Pts.	-1	1	2	3	4	5

*NOTE: Fractional points will be awarded based upon a graduated scale between whole points. (e.g. a 0.3% commitment will receive .5 points and a 1.5% commitment will receive 2.5 points)*

If the respondent's commitment percentage is 0% for IVOSB participation, a deduction of 1 point will be assessed.

The respondent with the greatest applicable CUF participation which exceeds the stated goal for the IVOSB category will be awarded 6 points (5 points plus 1 bonus point). In cases where there is a tie for the greatest applicable CUF participation and both firms exceed the goal for the IVOSB category both firms will receive 6 points.

### 3.2.6 QUALIFIED STATE AGENCY PREFERENCE SCORING

When applicable, pursuant to Indiana Code 5-22-13, a qualified state agency submitting a response to this RFP will be awarded preference points for Minority, Women's, and Indiana Veteran Business Enterprise equal the Respondent awarded the highest combined points awarded for such preferences in the scoring of this RFP.

The Commissioner of IDOA or their designee will, in the exercise of their sole discretion, determine which proposal(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final.